

10360us Activmanager Board Firmware Update instructions

Applicable to:

Activboard (Connected via 5m USB cable) with US / ROW Firmware (3.16, 3.22, 3.24, 3.26, 3.30, 3.32, 3.36, 3.38, 3.40, 3.46, 3.56, 3.58, 3.62, 3.66)

Activmanager (Windows, Mac, Linux)

IMPORTANT INFORMATION

The firmware update should only be carried out on the advice of Promethean Technical Support.

If you are unsure whether or not to perform the update please contact Promethean Technical Support.

To check your current firmware version, click on the Activmanager icon, and choose 'Control Panel'. The current firmware version will be listed next to the board description.

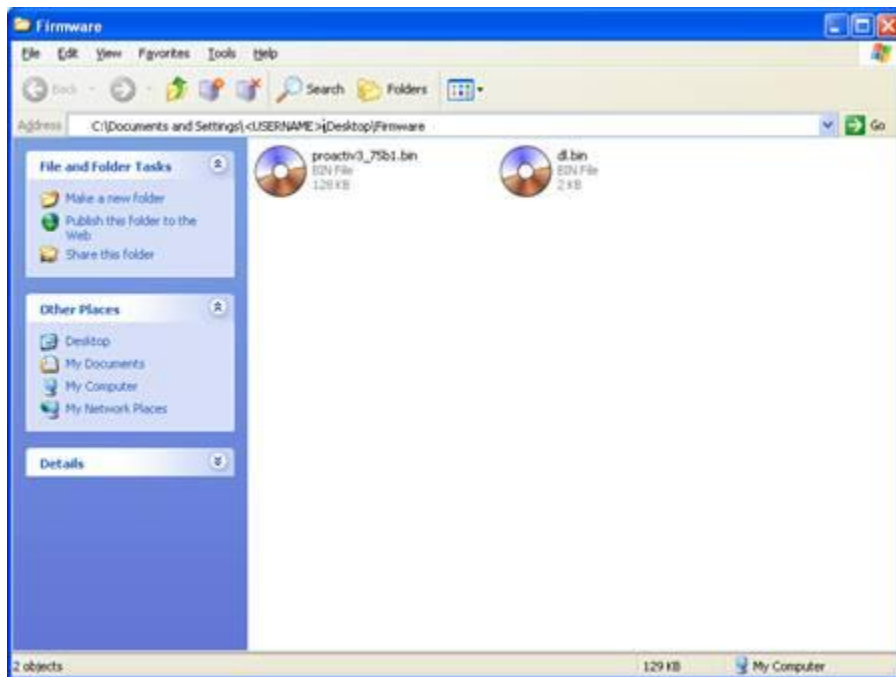
If your current firmware version is not listed above, contact Promethean Technical Support for advice on whether or not to proceed with the update.

****If using a notebook computer to update the firmware of your board, ensure the machine has sufficient battery life, or run off the mains****

*******Performing a firmware update unnecessarily can damage your board*******

Download this file from [here](#), and save to your desktop.

Extract the contents of this folder to a location on your computer:

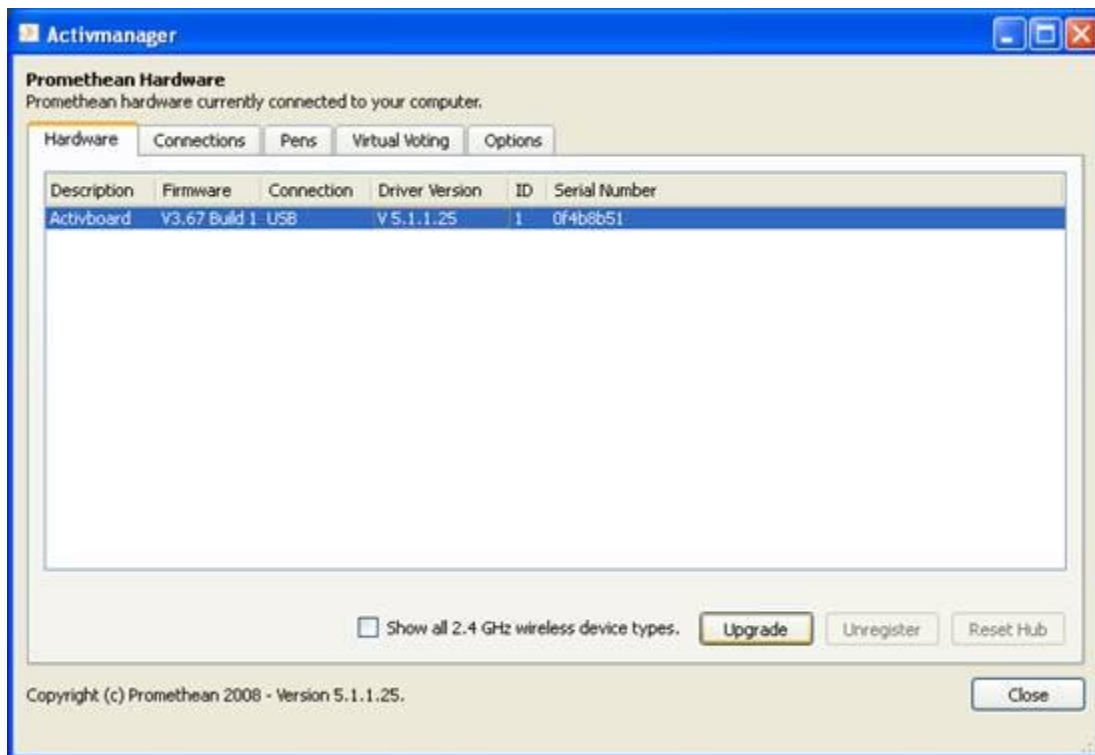


Ensure your board is connected via USB (**N.B If you are using Serial connection, please contact Technical Support**)

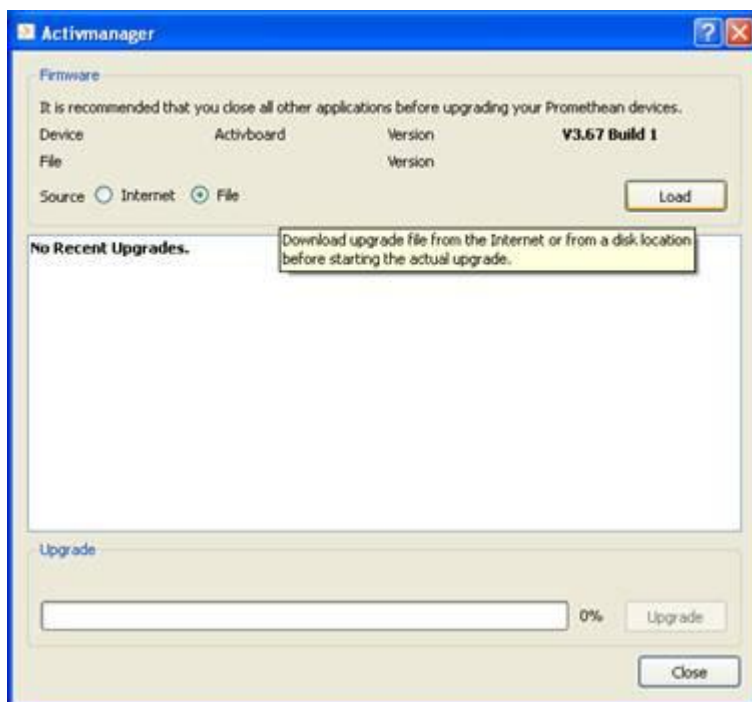
Click on the Activmanager icon in the system tray / toolbar, and select 'Control Panel':



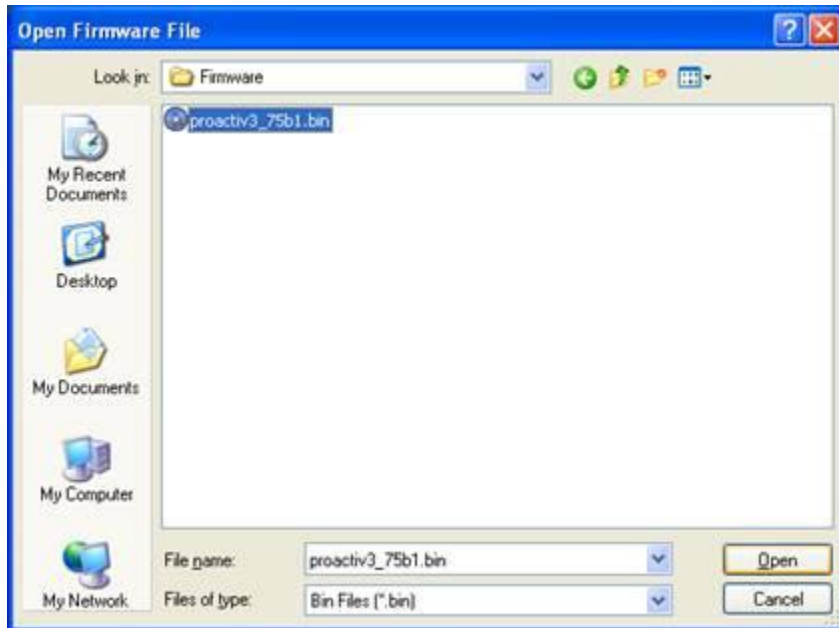
At the following screen, select your Activboard so it is highlighted in blue, and then click on the 'Upgrade' button:



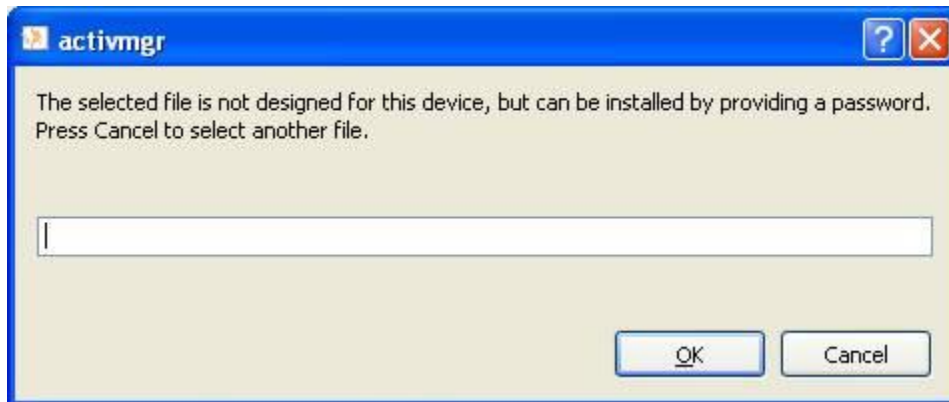
Now, ensure the 'File' radio button is selected, and click on the 'Load' button:



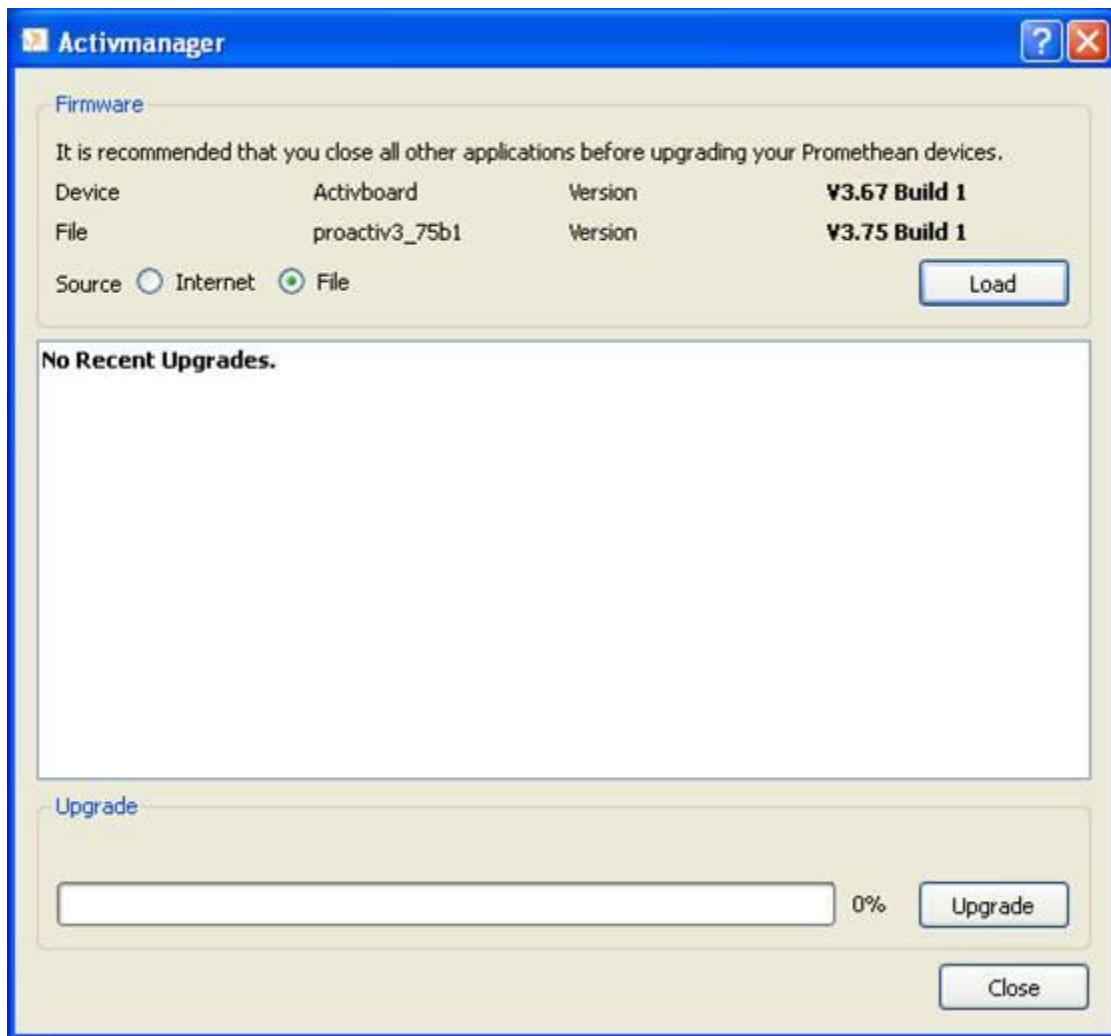
Browse to the location to where you downloaded and extracted the file to earlier, select it, and click on 'Open':



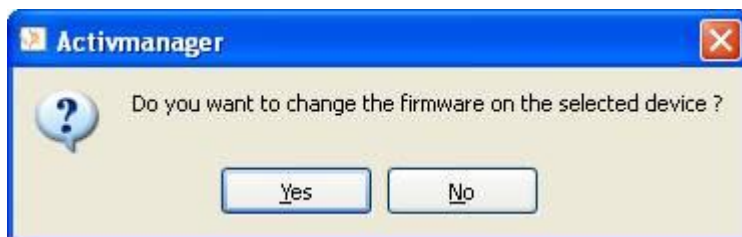
If you receive the following message, it means your board is not compatible with the firmware you are trying to upgrade it to. Please contact Promethean Technical Support for assistance.



If the firmware that you have chosen is correct, you will now return to the Activmanager screen, where the 'Upgrade' button will now be selectable. Click on the 'Upgrade' button:



You will then receive a message asking if you wish to change the firmware on the selected device, click 'Yes':



The firmware update will then take place. Once it has finished, you will be prompted to reset the power to your Activboard. Once this has been done, the firmware update will be complete.